

WESTMINSTER QUARTERLY

SPRING 2025



Spring blooms pop in Orlando (left) and Westminster Palms residents and team members enjoy an outing to Fort De Soto State Park in St. Petersburg for a spring picnic (right).

Welcome Spring!



This issue is brimming with the vibrant energy of spring and exciting updates from all of our communities, including insights from the desk of leadership and the launch of fresh, seasonal spring dining menus. We'll delve into our strategic focus on technology and proudly celebrate our exceptional Team Members of the Year – there's truly something for everyone within these pages!

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DON'T MISS OUT: Each issue is posted on MyWLife and distributed by community leadership!

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FROM THE CEO

Our informed future

Building on the positive energy of spring, June marks the rollout of the Holleran Resident Quality of Life Survey to Independent Living and Assisted Living residents at our Life Plan Communities. This new tool allows us to compare resident satisfaction against national benchmarks from similar respected, high-performing non-profit providers. Your feedback is essential as we strive to improve resident satisfaction in key areas, including dining services, maintenance, housekeeping and health and wellness. Thank you for your participation in the survey. The feedback you provide is vital to shaping our informed future.



Chief Executive Officer Hank Keith

COMMUNITY TABLE

Enjoy the flavors of the season

At the heart of a vibrant and fulfilling lifestyle is the joy of good food! That's why we're excited to share some recent enhancements that reflect our commitment to your health and enjoyment.

- **Introducing Rice Flour:** We've shifted to rice flour in many recipes, a naturally gluten-free option that offers a variety of health benefits like increased fiber and a light texture. This option enhances the nutritional quality and deliciousness of our sweet and savory dishes, sauces and soups.
- **Clear Menu Icons:** We've added icons to make your dining experience seamless. Easily spot options that match your preferences with symbols for "Heart Healthy," "Plant-Based," "Vegetarian" and more. Explore our fresh offerings with extra clarity!

Get ready to experience the vibrant flavors of the season with even greater choice and confidence. We hope you enjoy!

Spring menus have launched!

Thank you to the resident dining committees for partnering with our dining and culinary teams to create these menus! They feature resident favorites plus exciting new dishes, each thoughtfully balanced for taste and nutrition. We can't wait for you to explore and welcome your feedback as we enhance your dining experience.



Bourbon glazed salmon menu item



Residents attend the ribbon cutting for the brand new waterfront park and nativescape garden at Westminster Shores in St. Petersburg (left), azaleas in bloom at Westminster Oaks in Tallahassee (center) and a new courtyard at Westminster Towers in Orlando (right).

Life is in bloom at our communities

The arrival of spring has brought a burst of color and energy to our communities. Residents and team members in Tallahassee are delighting in the vibrant azaleas, those in St. Petersburg are admiring the elegant magnolia blooms and the gold tabebuia trees are sprouting trumpet-shaped flowers in Orlando.

We're thrilled to share that the generosity of the Westminster Communities Foundation has further enhanced our outdoor experiences. You can enjoy the new garden at Westminster St. Augustine, socialize on the refreshed patio at Westminster Palms, enjoy the revitalized landscaping at Westminster Suncoast, or take a peaceful walk through the new waterfront park and nativescape garden at Westminster Shores.

These beautiful outdoor spaces offer more than just scenic views. Spending time in the sunshine

My favorite part of spring is the azaleas blooming amongst our historic oaks on our Julington Creek water walk.

- KATEY S., RESIDENT OF WESTMINSTER WOODS ON JULINGTON CREEK

provides valuable health benefits, including a natural boost in vitamin D, essential for strong bones and a healthy immune system. Research from Cleveland Clinic also indicates that sunlight exposure can elevate mood, reduce stress and improve sleep, contributing to overall well-being during this season.

We're continuing our annual theme of "Explore Culture," and our focus this spring turns to the fascinating Midwest. Look forward to engaging events inspired by iconic landmarks like Route 66 and the Mississippi River. From the excitement of the Kentucky Derby and friendly cornhole competitions between communities, to the celebration of National Jazz Month, there's no shortage of opportunities for learning, connection and enjoyment at our communities this spring.



Chief Operating Officer Garry Hennis

Forward together

As we conclude another fiscal year, I want to express my heartfelt appreciation to our incredible residents and dedicated team members. We closed the year with a remarkable 94% occupancy rate across all levels of living, significantly above the national average. This achievement highlights your collective efforts, positive spirit and the strength of the Westminster brand.

As we embark on the next fiscal year, we do so with a clear sense of purpose and service to our mission. Let's continue to foster an environment of collaboration, driven by our shared goals. Thank you for your unwavering dedication and for making this past year so successful. Your ongoing contributions are invaluable and continue to inspire our path forward.

FOCUS ON FOCUS 5

Tech improvements are on the way

Exciting changes are underway as part of our Focus 5 Strategic Plan, aimed at building an even stronger future for our organization. A key element is an upgrade to technology.

It touches every aspect of life, for both residents and team members, so we're developing a unified and comprehensive plan to enhance protection, safety, efficiency and overall satisfaction. You'll see this in a few different ways:

- Team members are collaborating with industry experts to ***streamline daily systems***, starting with our maintenance, housekeeping and lifestyle departments. These efforts will ensure a more efficient work environment.
- A recent survey highlighted resident concerns about inconsistent ***Wi-Fi in common areas***.



Each issue, we highlight an area of the Focus 5 Strategic Plan. Last issue, we covered the diversified business initiative.

We've also listened carefully to your feedback and addressing this is a top priority.

- Plus, before the end of the year, we'll have a ***completely redesigned website***. Look for us at your community capturing lifestyle photos for this new, easy to navigate site.

We're excited to share more details as these projects take shape.

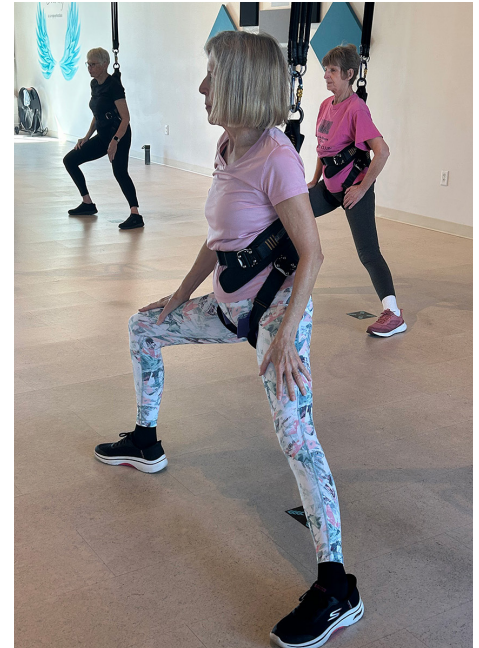
ENGAGE & GROW

Spring into vitality and purpose

This season brings exciting opportunities to enhance your well-being and engagement.

- **Updates to wellness schedules:** Changes reflect our coordinators' efforts to offer diverse fitness options for all abilities. Explore the new schedule to discover ways to stay active and healthy.
- **Understand your fitness:** If you haven't recently taken the Senior Fitness Test, connect with your wellness coordinator to assess your strength, balance, flexibility and agility.
- **Find purpose:** Beyond fitness, find purpose through new volunteer opportunities aligning with your interests. Whether it's teaching, sharing hobbies, offering companionship or supporting local causes, connect with your volunteer or lifestyle teams to explore how you can contribute.

Embrace a vibrant lifestyle by taking advantage of these resources for both physical wellness and meaningful engagement within our community. We encourage all residents and team members to continue to cultivate a fulfilling and active community together.



Westminster St. Augustine residents enjoy a bungee fitness class.



Chief Financial Officer
Jennifer Martens

FISCALLY SOUND

Jennifer Martens Named CFO

We are delighted to announce the appointment of Jennifer Martens, CPA, MBA, as Chief Financial Officer.

Jennifer has been a valuable leader within our organization since 2009, most recently serving as Interim CFO. With over 20 years of experience, her strategic thinking, financial expertise and commitment have been invaluable assets. We are confident in her continued success and leadership.

"I am deeply honored to contribute to Westminster's legacy of success, and am committed to stewarding our resources with unwavering integrity and strategic foresight," Martens said.

Congratulations, Jennifer!

BEYOND THE JOB DESCRIPTION

Congratulations to our Team Members of the Year!

Selected by a community committee of residents and fellow team members, these individuals have consistently demonstrated exceptional dedication. Their recognition is a testament to their outstanding service and our organization's highest honors.

MAMIE BAITY

Westminster Oaks

LORIE BIDMEAD

Westminster Lakeland

TERESSA BOYCE

Westminster Bradenton -
Point Pleasant Neighborhood

KARYN BURCH

Westminster Shores

LUIS CINTRON

Westminster Towers

CHRIS CRANFILL

Westminster Bradenton -
Manor Neighborhood

VALERIE DRAYTON

Westminster Home Care

JULIE GANDOLFI

Westminster Asbury

TRACY GIBBS

Longevity Scripts

WILLIE JACKSON

Westminster Suncoast

FIDE LONG

Westminster Woods
on Julington Creek

MICHELE MCCANN

Westminster Palms

KORI MONTAGUE

Westminster St. Augustine

KATHY RHODEN

Riverside Presbyterian House

AMBER SANCHEZ

Westminster Winter Park

GABRIELLE VERTTI

Community Support
Services

CEO Award Winner

JOHN NOLAN

Westminster Woods on Julington Creek

CEO Mission Award Winner

BILL ANDERSEN

Community Support Services

COMMUNITY CONNECTIONS



Residents celebrate St. Patrick's Day in Daytona (top) and Mardi Gras in Winter Park (bottom).

Celebrate & Connect

Spring in our Rental Retirement Communities has been lively with St. Patrick's Day cheer and a Mardi Gras celebration that united residents from Magnolia Towers, Westminster Plaza and Westminster Winter Park. Westminster Canterbury celebrated its 70th anniversary at the close of last year, and more recently, Hugh Ash Manor and College Arms Towers enjoyed an aquarium trip thanks to the Westminster Communities Foundation. It's a vibrant season of connection and joy!

SPRING 2025

PARDON OUR PROGRESS



(Left) Rendering of the Cultural Enrichment Center breaking ground this month at Westminster St. Augustine and (right) the Cultural Enrichment Center coming soon to Westminster Winter Park.

Projects advance across the state

The construction industry is busy right now, and we're working hard to stave off potential issues with material and equipment constraints, plus delays in permitting and inspections.

To prepare as best we can, we're communicating regularly with communities statewide, and the consultants and contractors we work with. We're considering materials and equipment changes due to availability and pricing, and pre-ordering things that take a long time to arrive. Being willing to change our designs, delivery plans and schedules is a must as we aim to eliminate back logs.

Plus, along with much of the state, we continue to absorb storm damage and rebuild.

Major projects for the next six months include:
BREAKING GROUND ON:

- Brand-new Cultural Enrichment Centers at Westminster St. Augustine and Westminster Winter Park
- 42 Independent Living units plus dining, fitness center and multipurpose spaces at Westminster Woods on Julington Creek

DESIGNING:

- New Assisted Living building with 40 units over parking at Westminster Shores
- New Independent Living apartments with new amenities, including a dining venue and multipurpose room at Westminster Bradenton

DID YOU KNOW?

2,000 volunteers helped our communities this year

178,000 volunteer hours served

86 full-time team members would be needed to serve this time



**Westminster
Communities
of Florida**

We serve from the heart and inspire older adults to enjoy *happy, healthy* and *purposeful* lives.